

Email Services

Service Description

The Email service uses Office 365 to provide cloud-based email, calendaring and email storage, which allows users to access the service virtually anytime and anywhere.

1. Email Includes:

- User account provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.
- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

Service Notes*

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

****See Service Detail for additional important Service Notes and Customer Responsibilities.***

Customer Benefits

- **Efficiency** – Sharing a common cloud-based service allows for more cost-efficient operations and support.
- **Security** – Robust policies, controls and systems are designed to enhance security.
- **Scalability** – Users may be added or removed quickly as business needs change.
- **Support** – Support is provided by Admin staff members skilled in planning, provisioning, maintaining and troubleshooting the service.

Service Rates

Service Offering	Cost per Month
Email Account	Contact ARM

Email – Service Detail

This Admin service includes:

- Email and calendaring user provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.

- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

Related Services

An Email customer might also be interested in these Admin services which are offered separately:

- Managed Workstation Services
- Printer Support

Service Level Objectives

Service Level Targets

TBD

Additional Service Notes

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Supply a workstation or other mail-capable device.		X
Supply and configure desktop client for accessing email (e.g., Outlook, Thunderbird).		X
Contact the DTO Service Desk to report an incident.		X
Plan, provision, maintain, troubleshoot and resolve issues related to the email service.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.